**RESIDENTIAL CARE / SUPPORTED LIVING**

**POST TITLE:** Support Worker

**ACCOUNTABLE:** Registered Manager / Supported Living Manager

**BASIC HOURS:** To work on a flexible 24 hour system, including some sleep-in duties where necessary.

**PRIMARY PURPOSE:** To support and assist the service users in all aspects of their daily lives. Ensuring they receive a good standard of physical, emotional and social care.

**DUTIES AND RESPONSIBILITIES MAY INCLUDE:**

**ADMINISTRATION:**

1. The post holder will be expected to assume a level of responsibility designated by the Registered Manager / Supported Living Manager
2. To develop a full knowledge and understanding of administrative procedures pertaining to the service users.
3. Ensure that satisfactory recordings are made in relation to all service users, for example, daily recordings & interactions, reviews, and care plans.
4. To be aware of the Care Quality Commission, its role and the essential outcomes and regulations.

**SERVICE USERS:**

1. To undertake the role of key-worker for specific service users as directed by the Registered Manager / Supported Living Manager
2. To participate in assessing and planning to meet the individuals needs with support from the Registered Manager / Supported Living Manager
3. To participate in review meetings with social services and families to effectively plan for a positive future and develop a realistic care and support plan.
4. Assist the service users with their individual care plans and help them to achieve their goals.
5. Participate in providing day care activities for the service users.
6. Undertake a training and educational role with the service users on a group or individual basis as part of their on going program of care and development.
7. Provide a high level of dignity, respect and value to the service users in all areas of contact.
8. Provide respect for their personal wishes, choices, space and possessions and have due regard to the level of disability of all service users and respect their individuality.
9. In line with our policy of developing community awareness, you will be expected to show a level of commitment and initiative and forge links with community facilities to enable the respective client group to develop their potential in all areas.
10. Identify any service users need to see GP’s, dentists, chiropodists etc. Ensuring they are accompanied on these appointments if they wish.
11. Assist service users in their personal care when appropriate.
12. Administer medication where appropriate, in line with the company’s policy on medication.
13. Undertake tasks of a domestic nature, eg purchasing food, cooking, laundry, house cleaning etc.
14. Maintain confidentiality at all times.
15. Report all accidents/incidents or their health hazards in line with the company policy.
16. Develop and maintain professional relationships with service users’ relatives, outside agencies and other professionals.
17. The post holder will be expected to drive/escort service users as appropriate.

**GENERAL:**

1. To participate in regular supervision sessions and individual personal reviews with your homes manager/team leader, and attend regular staff meetings.
2. The post holder will be required to attend in service training programs.
3. To be aware of and work within all of the company’s policies and procedures, including the regulations of Health and Safety at Work Act.

These are not an exhaustive list of duties, but are guidelines to indicate the main area of responsibility. You may be required to undertake other duties which will be determined by your home manager/team leader